

## Introduction:

In this activity, you will analyze the different perspectives in an email case study and discuss your own perspectives and how perspective impacts problem-solving and communication.

## Activity Instructions:

1. The facilitator will introduce this activity by explaining the following scenario (10 minutes): You receive the email (at the bottom of the page) from your colleague, Maya, who is coordinating a virtual project with a team made up of students from universities in Ecuador and in the U.S. Several issues have cropped up for Maya's student, Sophie, and Maya seeks your advice about what to do.
2. In your small group, discuss:
  - What are the perspectives at play?
  - What do you notice about what Sophie is saying?
  - What does Sophie feel?
  - What do we know about the project so far?
  - What problems has the team faced?
  - What could Maya suggest Sophie do/bear in mind with her communication and with the project?
3. As a whole group, discuss:
  - What is your own perspective of this case study?
  - How can an understanding of perspective be used to arrive at a solution?
  - How does perspective impact problem-solving approaches in this case study?
  - How does perspective impact communication in this case study?
  - How can you apply what you learned about perspective to your daily life?

### Problems with Partner/University Project

Hi Maya,

Just following up about the project with the University in Columbia. There are a couple of major issues I need your advice on. The project has been difficult because of our differences in schedules. I know I've been busy too and I haven't dedicated as much time as I should have, but I also don't know what I should be doing as the communication has been very sporadic through email. It's all let me to feel very left out of the project. However, in the last email I received, one of the people on the team said "You were not in the meeting, but we decided you should finish the calculations by Friday, ok?" It feels as though I'm being ordered to do something and they have no respect for my time. I don't know what I should do.

Thank you for our help.

Sophie